



ABOUT ACCURATE LOCK & HARDWARE

We are a custom architectural door hardware manufacturer in Stamford, CT (less than 30 miles from NYC) that specializes in solutions for door openings around the world.

We fuse old-world craftsmanship with modern technology to create architectural hardware products of uncompromising quality for the entire door. From concept to manufacturing, all Accurate products are proudly made entirely in the USA.

JOB DESCRIPTION

Accurate Lock and Hardware is looking for someone to join our customer solutions team. In this role, you will communicate with customers via phone and email, help determine their requirements, process purchase orders, provide quotations, check on order status and expedite orders. You will be part of a team that provides customer service and support for a wide array of products to a network of showroom and contract hardware distributors, OEM accounts, architects, designers and specifiers.

KEY RESPONSIBILITIES

- Be knowledgeable about our product offering
- Field general phone calls and emails regarding product inquiries, order status, technical support, quotation requests, etc.
- Provide quotations with price and lead times
- Interact with customer base via email
- Emphasize and highlight our product features and key benefits
- Answer questions about our products
- Apply product knowledge to the customers' applications
- Collaborate with colleagues on many levels to provide solutions for customers

REQUIREMENTS

- Positive attitude and disposition, especially when interacting with other customers
- Ability to multi-task and work on multiple projects at a time
- Attention to detail, problem solving and communication skills
- Good organizational skills and ability to manage a fluctuating workload
- Solution-based mindset
- Aptitude for simple math including fractions and decimals
- No industry experience is necessary, diverse backgrounds are welcome.

At Accurate, we believe if you can dream it we can make it. As the leading manufacturer of locks and custom and bespoke architectural hardware, we solve problems every day for some of the most important doors in the world. Team members are self-starters who embrace the opportunity to be part of a fast-paced, growing business focused on providing high quality luxury hardware backed by lifetime support.